

## Customer Satisfaction Report

IN THE PAST year, the Bureau of Economic Analysis has continued to improve the services that we provide to you, our customers. Through telephone calls, correspondence, E-mail, and our participation in various conferences, we have listened to your comments and suggestions, and we have used that information to improve how, when, and what services we provide for you.

*Improved programs.*—The most important service that we provide to you is timely, accurate, and relevant measures of U.S. economic activity. As part of our strategic plan, we have instituted the following improvements in the Nation's economic accounts.

### National accounts

- Released revised national income and product accounts (NIPA) estimates for 1929–58 that incorporated the improvements introduced earlier into the estimates for 1959 forward
- Released revised estimates of fixed reproducible tangible wealth for 1929–95 that were based on the use of geometric patterns of depreciation for most types of assets

### Regional accounts

- Released comprehensive revisions of State personal income and of local area personal income that incorporated the improvements made in the recent comprehensive NIPA revision
- Completed a comprehensive revision of gross state product (GSP) that included the introduction of chain-type measures of real GSP and the new treatment of government investment

### International accounts

- Incorporated the results of the first benchmark survey in 50 years of the stock of U.S. portfolio investment abroad into the annual revision of the balance of payments accounts
- Developed experimental estimates of real gross product of majority-owned foreign affiliates in manufacturing that were based on “purchasing-power-parity” exchange rates and that used chained-type Fisher quantity indexes

*Data availability.*—We introduced a new statistical section, the “BEA Current and Historical Data,” in the December 1996 SURVEY OF CURRENT BUSINESS. This section presents charts and tables that highlight key estimates from the national, regional, and international accounts.

*Electronic access to BEA information.*—Although our Web site is one of the “best sources for busy people looking for interesting, well-organized, reliable information,” according to *The Education Index*, you

wanted our data available quicker and in more detail on the Web site. In response, our site now includes

- The full text of all BEA news releases within 4 hours of their release,
- More historical time series from the NIPA's,
- Downloadable files of the forms used in the surveys of international investment, and
- Major articles from the SURVEY OF CURRENT BUSINESS.

This year, BEA joined with other Federal statistical agencies in launching FEDSTATS (<http://fedstats.gov>), a Web site that provides easy access to a range of statistics and information produced by BEA and more than 70 Government agencies. In addition, our data continue to be available on the Internet at STAT-USA and at the White House Federal Statistics Briefing Room.

You also wanted information to be made available in other forms of electronic media. In response, we released the first “State Personal Income CD-ROM,” so that the estimates for all States for 1969–95 are available on a single disc.

*Our new order-processing operation.*—We have implemented a new centralized order-processing operation that will better serve your needs. The new operation includes the following features.

- You can now place Visa and MasterCard orders for all of our standard products by calling one number, our new toll-free number 1–800–704–0415 (outside the United States, dial 202–606–9666).
- Our new computerized system allows us to take your order faster, to provide information on the status of your order, and to automatically send you an itemized invoice.
- We now offer express delivery.

*Access to our staff.*—Our Web site provides you with quick, easy access to our staff. In fact, our webmaster and technical staff receive numerous inquiries via E-mail. In addition, we regularly update “BEA's Telephone Contacts for Data Users” and post it on our Web site so you'll know who to contact.

We look forward to hearing from you in the coming year. Help us keep the lines of communication open. Send your comments to

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